



City of Raleigh, c/o Toilet Rebate Program
One Exchange Plaza, Suite 620
Raleigh, NC 27601

Website: www.raleighnc.org
Phone: (919) 857-4540

PROGRAM DATES: APRIL 7th, 2009 to June 30th, 2012

or UNTIL FUNDS ARE EXHAUSTED

The City of Raleigh is now offering toilet rebates up to \$100¹ to cover the purchase of a new EPA **WaterSense** labeled toilet for our water and sewer customers. **WaterSense** toilets are independently certified to be high efficiency toilets (HETs), which use 20 percent less water than the current Federal standard and are rated for their high performance. **EACH WATER ACCOUNT IS ALLOWED ONE APPLICATION ONLY, SOME EXCEPTIONS MAY APPLY.**

TO QUALIFY, APPLICANTS MUST:

1. Be a City of Raleigh water and/or sewer customer. This includes our residential or non-residential (commercial, industrial or institutional) customers located:

💧 Raleigh	💧 Knightdale	💧 Wake Forest
💧 Garner	💧 Rolesville	💧 Zebulon
	💧 Wendell	
2. Be current in their water bill and not owe past due fees.
3. Record the measurements of their old toilet's tank; these must be included in the application. Details are given in subsequent sections.
4. Replace an old toilet, of 1.6 gallons or higher flush volume, with an EPA **WaterSense** labeled toilet. New toilet installations are not covered in this rebate nor are replacements for current **WaterSense** toilets.
5. Include the original receipt(s) for the toilet(s) dated on or after April 7, 2009.
6. Agree to a post-installation inspection to verify the toilet's eligibility. Details are given in subsequent sections.

¹ Rebate amount is determined by the cost of the toilet, tax included, with a maximum rebate of \$100 per toilet. Installation fees are not eligible to be included for rebates. Rebates will be given as checks and not as credit on the water bill unless the water accounts are not current; then the rebate may be denied or given as a credit towards the water account.

OLD TOILET INFORMATION

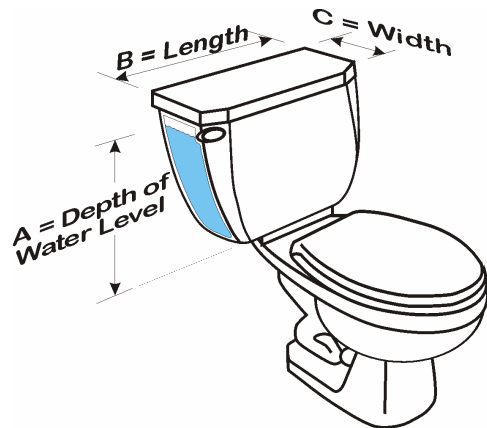
For verification of eligibility, and statistical and monitoring purposes, each applicant is required to provide the measurements of the old toilet's tank². **THESE MEASUREMENTS MUST BE RECORDED ON THE APPLICATION!** Lift the tank lid and take three measurements, in inches, from inside the tank:

A. Depth of the Water Level = amount of water used from one flush. If all the water is emptied from the tank in one flush then measure from the bottom of the tank to the water line. If not, then calculate the change in water levels before and after one flush.

B. Length (inside the tank, left to right)

C. Width (inside the tank, front to back)

You may determine your toilet's gallons per flush (GPF) with the following equation:

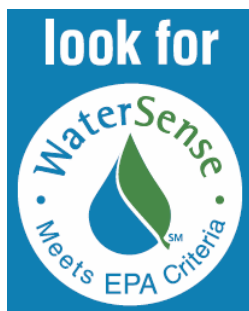


$$\text{GPF} = (\text{Length} \times \text{Width} \times \text{Water Depth}) / 231$$

PURCHASING A WaterSense TOILET

WaterSense toilets come in many colors, heights, varieties and styles including: gravity flush, dual-flush, flapperless, pressure assisted flush and more!

Toilets are either sold as a one-piece toilet or a two-piece (tank and bowl); only the EPA combinations listed qualify for the WaterSense label. A list of qualifying toilets, along with more information about the WaterSense program, is located at http://www.epa.gov/watersense/product_search.html; this list is updated periodically so stay tuned for new toilets!



Remember to look for the WaterSense logo, pictured to the right, to ensure you are purchasing a toilet that qualifies for the City's rebate program. WaterSense toilets are available at many are retailers including our Program supporters listed on the website.

The original receipt must be included in the application to process your rebate. If purchasing several items then it would be best to purchase the toilet separately as the receipt will not be returned to you.

² If you currently have a water-displacing item within your tank, measure the water level with the item in place and make a note of having a water displacer in the comment section of the rebate application.

To be classified as an original receipt the invoice must include the following:

- Company's letterhead
- Invoice number
- Date
- Toilet Brand, model name and numbers, price
- No copies allowed
- May not state "Quote" or "Balance Due"

WHAT APPLICATION WILL I NEED?

Is the applicant ...

1. Both the home owner and water account holder?

💧 YES = HOME OWNER APPLICATION

💧 NO, I rent or the water account is in the HOA's name = OWNER-RENTER-HOA APPLICATION

💧 NO, I am providing a direct rebate for the water account holder = THIRD PARTY APPLICATION

2. Business owner/manager?

💧 YES = BUSINESS APPLICATION

3. Plumber who provided a direct rebate for the water account holder?

💧 YES = PLUMBER APPLICATION

4. Property Manager?

💧 YES = PLEASE CONTACT PUBLIC UTILITIES FOR A CUSTOM APPLICATION!

Still confused about your eligibility? Contact the Public Utilities Department at (919) 857.4540.

VERIFICATION OF INSTALLATION

The City of Raleigh reserves the right to inspect the installation of **WaterSense** labeled toilet(s) submitted for this rebate program. If the installation is provided by a licensed plumber, this inspection may not be necessary; however, THE APPLICANT MUST INCLUDE A COPY OF THE RECEIPT FROM THE LICENSED PLUMBER containing the following information:

💧 Plumber's contact details

💧 NC license number

💧 Company name

💧 Installation date & location

💧 Toilet's brand and model name/numbers

DISPOSAL

All applicants must dispose of their old toilets properly. Toilets, from Raleigh residences, may be picked up for free as part of the City's Bulky Load Pick-Up. For more information, call (919) 996-6890, or visit: www.raleighnc.gov/bulky . Leaving the old toilet at the curb without calling for a Bulky Load Pick-up may result in a fine by the City. Applicants not eligible for this service will need to make other disposal arrangements.

APPROVAL

Rebate checks, and not credits, will be disbursed to approved applicants. These will be mailed to the address listed on the rebate application. Please allow six to eight weeks for processing. Due to staff and resource constraints, not all applicants will be informed when their application is received or approved.

PROGRAM DURATION

The program commenced April 7, 2009 and will be offered until June 1st, 2012 or until rebate funds are spent. Program is subject to change, or terminate, at any time without prior notice. PENDING APPLICATIONS PROCESSED FOR THE REBATE PROGRAM AT THE TIME FUNDS ARE EXHAUSTED WILL BE DENIED AND THE APPLICANT WILL NOT BE ENTITLED TO REIMBURSEMENT.

WARRANTIES AND REPRESENTATIONS

THE CITY OF RALEIGH MAKES NO WARRANTIES OR REPRESENTATIONS THAT THE EPA's **WaterSense** LABELED TOILETS SELECTED BY THE APPLICANT WILL PERFORM AS REPRESENTED BY ITS MANUFACTURER OR SELLER. THE CITY OF RALEIGH IS NOT RESPONSIBLE FOR THE WORK OF THE INSTALLER, WHETHER A LICENSED PLUMBER OR OTHERWISE.

DOCUMENTATION & CONSENTS:

THE FOLLOWING DOCUMENTATION MUST BE SENT VIA FIRST CLASS CERTIFIED MAIL:

1. **Receipts:** Applications without receipts will not be processed.
2. **Written Consent:** MAY BE REQUIRED when the applicant is: Not the water account holder; a (residential or non) renter/tenant and not the owner; or a licensed plumber who is not the water account holder.

CHECKLIST

- | | |
|--|---|
| 1. Ensure accounts remain current. | 5. Attach original/itemized receipt to completed application. |
| 2. Obtain required consents. | |
| 3. Record old toilet measurements. | 6. Mail documents to Toilet Rebate Program address below. |
| 4. Purchase a WaterSense toilet(s). | |

ALL APPLICATIONS MUST BE RECEIVED BY JUNE 1st, 2012.
APPLICANTS MUST COMPLETE ALL DETAILS ON THE APPLICATION AND SEND IT VIA CERTIFIED POST, WITH THE ORIGINAL-DATED RECEIPT(S), TO:

City of Raleigh
C/O Toilet Rebate Program
One Exchange Plaza, Suite 620
Raleigh, NC 27601